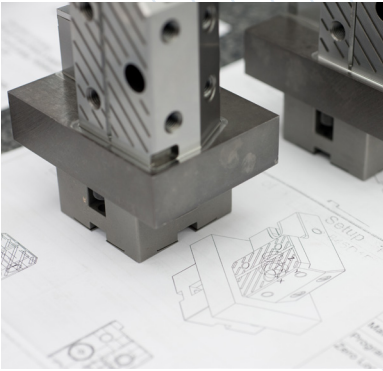


NEW JERSEY

Making an Impact on U.S. Manufacturing
MANUFACTURING EXTENSION PARTNERSHIP



New Jersey Manufacturing Extension Partnership

New Jersey Manufacturing Extension Program, Inc. (NJMEP) is a not-for-profit company that works with New Jersey's small to mid-sized manufacturers to help them become more efficient, profitable and globally competitive. Their cost saving strategies and growth initiatives such as Lean Manufacturing and business process improvements based on 5S, Kanban, Kaizen, and Six Sigma have helped hundreds of companies save an average of 20% of the time, effort, or costs associated with their business and manufacturing processes. What's more, NJMEP receives funding from the federal government. This funding enables NJMEP to set fees charged for implementation assistance below market rates. NJMEP operates as a private sector entity and draws its staff from the business community. NJMEP President, Bob Loderstedt, captures it best when he says, "We have a public sector mission accomplished with a private sector mind set."

NJMEP field agents every county in New Jersey. All field agents have private sector management experience, and each has both academic training and professional experience in a technical field. NJMEP field agents have access to all of the technical and business management resources available through New Jersey's academic institutions and within our extraordinarily diversified private sector. NJMEP provides service to each manufacturer based on their individual needs.

For more information, contact

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New Jersey MEP CLIENT IMPACTS

Impacts are based on clients receiving service in FY2012

Total Increased/
Retained Sales



\$153.1 Million

Total Increased/
Retained Jobs



1,887

New Client
Investments



\$60.8 Million

“Thanks to the NJMEP, we were able to improve our on-time performance and fully integrate our quality program throughout the shop.”

Dwayne Patterson, Vice President

Registration Contributes to Increase in Sales and New Hires

Townsend Machine, a 50-employee precision machine shop supplying aerospace, waste water treatment, plumbing fixture and other industrial manufacturing customers, was founded in 1962 as a technical manufacturing company. Located in Chesterfield, New Jersey, Townsend is owned and operated by Bart Townsend Jr., whose father started the company and is still active in the business.

Situation:

Two customers accounted for over half of Townsend's annual sales volume. Sales had remained relatively level. Job runs had gradually become shorter, and set up represented a larger proportion of total job time than in the past. Quoting responsibility was moved to the shop foreman, with management signing off to avoid production issues. Townsend utilizes a manufacturing software program for most of their functional requirements, including quoting, production reporting and costing. Some jobs still did not maintain projected margins. Although variations in job outcomes were investigated, Townsend did not document the reasons. As an indirect supplier to Tier 1 aerospace manufacturers, Townsend's clients were looking for vendors with AS9100 registration.

Solution:

Mr. Townsend was faced with multiple challenges so when he received a call from the New Jersey Manufacturing Extension Partnership (NJMEP), a NIST MEP affiliate, he scheduled a meeting. Townsend had previously received a Lean Assessment and an Executive Summary from NJMEP.

Working closely together, a plan was enacted that would address the challenges of increasing sales, reducing set-up times to improve profit margins, implementing means to avoid replicating production problems and becoming AS9100 registered. The process required to become AS9100 registered would address many of the challenges Townsend faced as well being a useful marketing tool for expanding the customer base. Training of the workforce was essential. NJMEP suggested Townsend seek a New Jersey Department of Labor Customized Training Grant, which would provide financial assistance to deliver the training that would position Townsend as a top-tier supplier. Townsend's workforce received training in ISO Quality Systems, lean methodologies (value stream mapping, 5S -- sort, set in order, shine, standardize, sustain, and Implementing Quick Change Over), and in developing a sales and marketing plan. The training prepared them for AS9100 registration and internal auditors became ASQ certified.

Results:

- * Hired 5 new employees
- * Increased sales of \$100,000
- * Retained \$1M in sales that would have been lost
- * Cost savings of \$50,000

Created 5 new jobs